Amendments to the Claims:

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1.   (Currently Amended) An automated error detection and recovery system for a common use self service kiosk in which a user reads commands and inputs responses in an automated process, comprising:

an error detection module that detects ~~errors~~ an error in the commands or responses that occurred during the automated process and generates error recovery information;

a printer associated with the error detection module, wherein the printer prints a recovery coupon containing information pertaining to the generated error recovery information, the printed information including a unique identifier identifying an instance of the automated process in which the error was encountered, and also including a step ID, in coded or uncoded form, the step ID identifying a step in the automated process at which the error was encountered;

a document reader to read the recovery coupon and the information pertaining to the generated error recovery information; and

an error recovery module that determines a status of the automated process and the commands or responses contained therein, where the status indicates which of the commands succeeded and which failed, based on the unique identifier and the step ID ~~generated error recovery information~~ contained in the recovery coupon and provides solutions for detected errors.

2.   (Original) The system of claim 1, wherein the error detection module is contained in a server connected to the kiosk.

3.   (Original) The system of claim 1, wherein the reader and the error recovery module are located at an agent workstation separate from the kiosk.

4.   (Original) The system of claim 1, wherein the error recovery module is contained in a server connected to an agent workstation separate from the kiosk.

5.   (Original) The system of claim 1, wherein the automated error detection and recovery system is networked with an airport database.

6.   (Original) The system of claim 1, wherein the user is an airline passenger and the automated process is a passenger check-in process.

7.   (Canceled)

8.   (Original) The system of claim 2, wherein the kiosk includes:

a display for displaying the commands to the user;

an operator interface for entering the responses to the commands; and

the printer for printing at least one of finalized document and the recovery coupon.

9.   (Currently Amended) The system of claim 3, wherein the agent workstation includes:

a display for displaying generated error recovery information and proposed solutions for the detected errors; error;

an operator interface for executing the solutions;

a printer for printing finalized documents; and

the document reader to read the recovery coupon.

10.   (Currently Amended) A method of error detection and recovery during automated passenger check-in at a common use self service kiosk in which a passenger reads commands and inputs responses in an automated check-in process, comprising:

monitoring the passenger check-in process for errors;

generating error recovery information when an error is detected;

printing a recovery coupon encoded with at least one of the generated error recovery information and a pointer to the error recovery information, the generated error recovery

information including a unique identifier identifying an instance of the automated check-in process in which the error was encountered, and also including a step ID, the step ID identifying a step in the automated check-in process at which the error was encountered;

determining which of the commands succeeded and which failed;

automatically providing at least one solution to the error; and

correcting the detected error based on the unique identifier and the step ID ~~information~~-printed on the recovery coupon.

11.   (Original) The method of claim 10, further comprising:

reading the information printed on the recovery coupon;

determining the status of the commands or responses based on the information read from the coupon; and

providing at least one solution for the errors based on the information read from the recovery coupon.

12.   (Currently Amended) A method of error detection and recovery during automated passenger check-in at a common use self service kiosk in which a passenger reads commands and inputs responses in an automated check-in process, comprising:

monitoring the automated passenger check-in process at a kiosk;

generating error recovery information at the kiosk when an error is detected;

printing a recovery coupon at the kiosk encoded with at least one of the generated error recovery information and a pointer to the error recovery information using a printer at the kiosk, the generated error recovery information including a unique identifier identifying an instance of the automated check-in process in which the error was encountered, and also including a step ID, the step ID identifying a step in the automated check-in process at which the error was encountered;

generating a message for display on a kiosk display instructing the passenger to bring the recovery coupon to an agent;

reading the recovery coupon at an agent workstation;

determining a cause of the detected error based on the unique identifier and the step ID ~~information~~ read from the coupon;

determining which of the commands succeeded and which failed;

automatically providing at least one solution to the error;

correcting the error; and

printing passenger travel documents.

13. (Original) The method of claim 10, further comprising:

monitoring the passenger check-in process for potential security issues; and

notifying the proper authorities when a potential security issue is detected.